

From: [REDACTED]
To: [Clerk](#)
Subject: Excessive Water Reading at 101 Deborah Drive, Strathroy
Date: February 27, 2024 11:59:39 AM
Importance: High

Dear Mayor Grantham and Councillors,

We have spoken with Jake Strauss at your offices and he has suggested that we send an email to have our issue put on the Mayor/Councillors meeting list as he did not have the authorization to amend/revise this incorrect water billing.

We have resided in Strathroy for 6 years, 4 months and our water billing has remained constant which may be verified by the billing dept. until the reading taken 1/31/24. Spoke with Lori from your offices and she investigated and found that on January 16th/24 the reading was 23,365 and on January 17/24 the reading was 28,486. The reading on January 18/24 was 670.

Water bill usage Sept.29/23=28,724 and water bill usage November 28/28=27,908 - Preceding months water usage.

The water readings on 1/16 and 1/17/24 total 51,851 for 2 days water meter readings which would normally be approximately 1,100 for 2 days, an average of 50,751. This water consumption for those 2 days being billed is enough water to fill a swimming pool. There are no hot tubs or pools etc. on the property. All outside water taps are frost free and the water was turned off in October for the winter months. We have relatively new efficient toilets with no flappers and in perfect condition. We invited your staff to visit and view our home after this incident which they declined. We are seniors on a fixed CPP and OAS income and our water usage is only for bathing, laundry and dishwashing and can be verified in our history of water usage.

This unprecedented water consumption started on Jan.16/24 and the preceding day of Jan.15/24 the temperature outside was -18C or 1F. On Jan.16th, at approximately 4 pm, we noticed that the sump pump well had overflowed onto the furnace room concrete floor. Using my wet/dry shop vac, I removed a total of approximately 40 litres of water from the floor and from the top of the sump well down to a level of 20 cm. from the top of the well. At this time the 120 vac powered primary pump was running continuously with no effect of draining well water. The float for the back-up water driven pump was also in the "up" position. In other words, both pumps were "on" but could not remove any water from the sump well.

I then checked the output for the sump pump on the exterior of the house and found that it was fully blocked by ice. On Jan.17/24 in daylight, I then rigged a heat gun to a stand and directed hot air onto the black ABS pipe for 30 minutes. After the ice in the pipe had melted,

the electrical pump was able to empty the sump well as it normally does. Please note that we did call Laskey about the issue and I had just completed the ice thaw when the technician arrived. He was happy it was resolved and stated that Laskey had 4 other calls that day for frozen ice from sump pump hoses.

I needed to know if the back-up water powered pump would have been using water during these hours that the outlet had been plugged. To that end, I contacted the Liberty Pump Company by phone. This Company manufactures the "Pump Jet" water powered back-up. I spoke to one of the technical staff and they told me that when the sump pump outlet was plugged with ice," the pump **could not and did not use any municipal water."**

We have checked the water meter for 3 days last week and absolutely no water was being used overnight verifying there is absolutely no water leakage in our home. The water meter readings since the 1/31/24 reading seem to be consistent with our regular usage of water.

What appears to have happened is that on Jan.16-17/24, a source of underground water found its way into the sump well and each time the 120 vac pump came on, because of the extreme cold air, the water froze almost instantly as it encountered the cold air. After a few cycles, the output was entirely blocked by ice.

My conclusion is the Badger Water Meter (Strathroy Property) experienced an electronic "Glitch" which could have been caused by radio frequency interference. (I was by training and trade, an electronics technician employed by Collins Radio/Rockwell International in Toronto).

In final conclusion, we are requesting that our water billing be reduced for this 50,751 excess usage in the amount of approximately \$230.00.

Thanking you in advance for your review and consideration.

Sincerely,
Philip & Sandra Blumenthal
101 Deborah Drive, Strathroy, On.